

IMPULSE

“Moving S&MA Forward through Information Management”

Published periodically by the Information Management group to inform MSFC S&MA support contract employees of Automated Data Processing issues, procurements, requests and news.

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HARDWARE & SOFTWARE ANNOUNCEMENTS

As most everyone knows, the 29 PCs that were ordered this spring arrived and have been installed. All personal computing equipment is now 100% WPS-capable. In addition, 31 HEI/RSSC personnel are in the process of converting from WPS to DDS, and no personnel remain on the DG nodes. The S&MA data that resided on the two Novell file servers MSFC_SMA1 and MSFC_SMA2 has been migrated to the NT environment. The Information Management (IM) group is now in the process of installing upgraded PCs for the remaining contract personnel with 386s. If your mapping has not been changed to point to the NT server, contact an IM representative for assistance.

VIRUS SCANNING

CSC scans all WPS and DDS servers for computer virus infections on a regular basis. This includes the contract's shared group areas (known as the "U:\\" drive to WPS users). However, the responsibility to scan local hard drives (C:\) and floppy diskettes for infections is your own

WPS -- "VIRUS CHECK"

Virus Check (VirusSafe) scans disk drives for virus infections, comparing the files against "signatures" of more than 2000 viruses and over 6000 mutations.

1. Double click the "Virus Check" icon on your WPS Main Panel or Utilities Panel. If the "Virus Check" icon is not found in either of these two areas, it can be added with the WPS Profile Editor.
2. Select the drive(s) to be scanned; most likely C:\ (or A:\ if scanning a floppy disk).
3. Click the "Check" button, then consider using the "Check Only..." feature (instead of "Check and Remove...") in order to document any infected files before they are deleted. Make note of the file name, size, date and time stamp. Report all identified infections to the S&MA Information Management group. An attempt will be made to replace infected executables based on the documented file information as noted above. Infections should also be reported to the help desk @ 4-1771, attention Charlie Petty.

DDS -- "VIRUSAFE 95"

VirusSafe 95 scans disk drives for virus infections, comparing the files against "signatures" of more than 2000 viruses and over 5000 mutations.

1. Double click the "DDS" icon on the Windows 95 desktop.
2. Double click the "Utilities" icon in the DDS window.
3. Double click the "VirusSafe 95" icon in the Utilities window.
4. Select the drive(s) to be scanned; most likely C:\ (or A:\ if scanning a floppy disk).
5. Click the "Check" button, then consider using the "Check Only..." feature (instead of "Check and Remove...") in order to document any infected files before they are deleted. Make note of the file name, size, date and time stamp. Report all identified infections to the S&MA IM group. An attempt will be made to replace infected executables based on the documented file information as noted above. Infections should also be reported to the help desk @ 4-1771, attention Charlie Petty.

As usual, questions or requests for assistance should be directed to the IM group via a Request Form.

NETPORT INSTALLED FOR THE QMS 825 PRINTER IN ROOM 2208

The previous existing configuration of Asante interface hardware, AppleTalk communications protocol and print queue serviced by an AppleTalk print server was replaced by NetPort interface hardware, Ethernet communications protocol and print queue serviced by a Novell print server. These changes became necessary because of the on-going erratic and unreliable nature of this printer. This printer has a history of weekly, daily, sometimes multiple daily outages. This activity should provide a more stable printing service. WPS Windows and Macintosh users were affected by the configuration change. If you are a WPS user and you print to this printer, you'll need to re-select the new printer identification using the following directions. No adjustments are necessary for DDS users.

Windows WPS users

1. Use "WPS Print Manager" to remove current entry :
MSFC_33 /4203_2208_QMS825_PS
2. Use "WPS Print Manager" to add new entry:
MSFC_38 /4203_2208_QMS825_PS

To reconnect the printer, Windows WPS users may find the following more detailed instructions useful:

Windows WPS – "WPS Print Manager"

1. Select Utilities Button on WPS Main Panel Window
2. Select the WPS Print Manager Icon
3. Select the Old Printer from the Installed Printers List
4. Click the Remove Button
5. Select the New Printer from the Available Network Printers List
6. Click the Add Button
7. Close the WPS Print Manager

Macintosh WPS users

1. Use "Chooser" to find and select the entry for this printer in "MSFC Novell Servers Zone". The entry is "4203_2208_QMS825_PS".
2. The old entry was found in "MSFC 4203 Zone". The entry was "4203-2208-QMS825-PS".

To reconnect the printer, Macintosh WPS users may find the following more detailed instructions useful:

Macintosh WPS – "Chooser"

1. Select Chooser from the Apple Pull Down Menu
2. Select the Printer Driver Icon from the Selection List (Top Left) "LaserWriter 8" will work for most printers.
3. Select the New Appropriate AppleTalk Zone
4. Select the New PostScript Printer
5. Close Chooser

In the event of further printing difficulties, please jot down in your own words the nature of the problem on a "trouble ticket / request form" and submit it to the IM group.

HINTS

IM has been testing the transfer of information between WPS and DDS. Some problems have been encountered. Supposedly Word 7 and Excel 7 files, which are created within DDS, are compatible with WPS, but PowerPoint 7 files must be saved as version 4 prior to mailing to a WPS recipient. However, our testing found that WPS users occasionally can not access Word 7 and Excel 7 files. When a DDS user employs the "Send" command from within a document, a WPS receiver often can not access the file. However, if the DDS user exits the file and sends it through MS Exchange, the WPS user might not experience problems. When in doubt, save down prior to mailing. You should not experience a problem file sharing between DDS and WPS within a common directory.

REQUEST FORM SUMMARY

TO DATE

433 Total Requests Submitted
419 Requests Closed

CSC CONTACT PERSONNEL CHANGE

If you are accustomed to contacting our CSC Customer Service Representative for any reason, be advised that Louise Setzer is no longer our Point of Contact. Sherry Slaughter will provide support for our contract.

AUDIT NOTICE

Earlier this year, an audit of personal computers was conducted to identify and remove games and other illegal software. Personnel were informed at that time that periodic audits would be performed. It's that time again! Be advised that a member of the IM group will be auditing all equipment over the next two weeks.

DDS -- HOW TO SET UP A PRINTER

1. Double click the “DDS” icon found on the Windows 95 desktop.
2. Double click the “Utilities” icon found in the “DDS” folder.
3. Double click the “MSFC Network Printers” icon found in the “Utilities” folder.
4. Double click the icon of the printer to be set up. The printers are identified by building and room number (e.g. 4203_2208).
5. Follow the on-screen directions to complete the set up.

DDS -- HOW TO CHANGE DEFAULT PRINTER

If more than one printer has been set up, one must be designated the default printer. The default printer is the printer that Exchange, Word, Excel etc. automatically send print jobs to when a print command is issued. The default printer is user-changeable:

1. Double click the “My Computer” icon found on the Windows 95 desktop.
2. Double click the “Printers” icon found in the “My Computer” folder.
3. Double click the icon of the printer to be the default printer. The printer may be identified merely by the type (e.g. HP LaserJet Series II).
4. Click “Printer” in the menu bar.
5. If no check mark appears next to the “Set As Default” entry, click the “Set As Default” entry once to set this printer as default.
6. If a check mark appears next to the “Set As Default” entry, this printer is currently defined as the default printer. No further action is necessary.

DDS -- HOW TO IDENTIFY BUILDING AND ROOM FOR PRINTERS

The printer icon labels that appear in the “Printers” folder are editable and may be changed to reflect the building and room number to ease recognition (4203_2243). To determine what building and room contains the printer identified by a generic printer-type label:

1. Double click the “My Computer” icon found on the Windows 95 desktop.
2. Double click the “Printers” icon found in the “My Computer” folder.
3. Double click the icon of the printer to be identified.
4. Click “Printer” in the menu bar.
5. Click the “Properties” entry.
6. Click the “Details” tab.
7. Look for a building and room number in the “Print to the following port:”

DDS -- HOW TO CHANGE PRINTER ICON LABELS FOR PRINTERS

1. Double click the “My Computer” icon found on the Windows 95 desktop.
2. Double click the “Printers” icon found in the “My Computer” folder.
3. *Single right* click the icon of the printer icon to be renamed.
4. Click “Rename” in the pop up menu.
5. Edit the printer icon label. Typically you would want to change the label to reflect the printer’s building and room number for easy identification.

NETSCAPE URL SHORTCUT REVEALED!

Hey Netscape fans! Tired of typing long URLs like “http://www.microsoft.com”? Netscape has a built-in short cut for URLs of the type “www.*something*.com”. Next time you want to zoom to Microsoft’s web page, try typing just “microsoft” in Netscape’s Location: box. Voila! (...which is French for “Do you suppose Bill Gates would pay me big bucks for plugging Microsoft when discussing a competitor’s web browser?”.)

WPS DRIVE MAPPINGS TO S&MA DATA ON NT SERVER

For those WPS users who are brave enough to attempt to implement a solution by following instructions, the method for mapping individual drives to specific directories on the “U:” drive, which will provide mappings similar to those you had for your group data on the Novell servers, are as follows:

1. Create a batch file on your C:\ drive similar to the following:

<pre>map root i:=msfc-data2/group5:s&ma\smahome\cartek\your user ID) map root j:=msfc-data2/group5:s&ma\informat.mg(your group)</pre>

Take care not to assign drive letters already in use in WPS. To determine assignable drive letters, start Windows, start WPS, start File Manager, make a note of drive letters currently in use.

2. Create an icon to execute this file. To do this, in Windows Program Manager, click File, click New, click Program Item, click OK. Description = “my mappings”. Command Line = name of batch file you created and path (e.g. C:\windows\mymaps.bat). Leave Working Directory blank. Click OK. You will need to execute this icon once each time WPS is launched. Mappings will exist until WPS is exited.
3. Force Windows to retain mappings created by the batch file in a DOS session after that DOS session is closed. To do this, in Windows Program Manager, open Main, open Control Panels, open Network, click “NWShare Handles” box to add “X”.

The success of this batch file is highly dependent on order of events. The “WPS ‘U:’ drive icon” must execute first, or this batch file will fail. For convenience, set the “WPS ‘U:’ drive icon” to “launch on startup”.

If you don’t feel comfortable completing this task yourself, submit your request for WPS drive mapping assistance to the IM group via an IM Request Form.

A FABLE...

Once upon a time, there was a guy and girl who worked at MSFC. They used computers every day at work. Each morning they would “log on” to the network with the personalized user ID and password each was assigned.

One day the guy got a phone call from someone who said he was working on “the network problem” (isn’t there always a network problem?). “I need your password.” the voice on the phone said. “What server are you on? Oh, and what’s your user ID again? Yeah, I’ve got it here somewhere but its quicker if you just give it to me...”

Later that day, the girl got the same call. “I need your password.” the voice said. “Who is this again?” she counters. “Mark Rancey with XYZ. C’mon, I’ve got to get this done. What’s the password?” “I’ve never met you Mark, how do I know this is for real? Who can I call to verify what you’re telling me?” she asks. The other end of the line went dead.

One way bold hackers are gaining access to computing resources is by getting a person to reveal their password over the phone. The caller pretends he’s a data administrator or with the help desk and is counting on his bluff sounding official enough to trick you.

Someone with access to your account can get to every file in your home directory and any group directories you share. What impact to you, your group(s) and the contract if tomorrow every file in every directory you can reach was gone? Think about it.

The moral: Don’t ever give out your password. Network Administrators or help desk people don’t need it.